

# **P** SURPRISE *Progress*

## **WE'RE #1**

**Surprise tops nation in job growth!**

### **INSIDE:**

- ◆ **Bell Road gets ready for its close up**
- ◆ **Wimbledon champ is new Surprise tennis manager**
- ◆ **Two new fire stations**
- ◆ **Xeriscape: How Surprise can look even better**

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New animal-friendly oxygen masks take the Surprise Fire Department's rescue service to a whole new level.



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No need to sacrifice a trip to the mall in order to save gas. Check out Surprise's newest bus route.



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## YOU'VE GOTTA "LOVE" IT

Surprise is the winner with a new 25-court tennis center managed by a former Wimbledon champ.



## CITY COUNCIL

6 p.m. on the second and fourth Thursday of the month

- Oct. 12 and 26
- Nov. 9 and 16
- Dec. 14 and 28

Surprise City Hall, 12425 W. Bell Road

Info: 623.583.1098

## PLANNING & ZONING COMMISSION

6 p.m. on the first and third

Tuesdays of the month

- Oct 3 and 17
- Nov. 7 and 21
- Dec. 5 and Dec. 19

Surprise City Hall, 12425 W. Bell Road

Info: 623.875.4337

**City Council and Planning and Zoning Commission meetings** are broadcast live on Surprise11, available to Cox Cable subscribers in Surprise, Sun City and Sun City West. Council meetings are rebroadcast several times during the week following the meeting.

Broadcast times are:

- 8 a.m. Friday
- noon Saturday
- 7 p.m. Sunday
- 7 p.m. Monday
- 2 a.m. Wednesday



## ARTS & CULTURAL ADVISORY BOARD

623.583.5899

## ECONOMIC DEVELOPMENT ADVISORY BOARD

623.875.4273

## PARKS AND RECREATION ADVISORY BOARD

623.266.4507

## REVITALIZATION ADVISORY BOARD

623.815.5495

## TRANSPORTATION COMMITTEE

623.875.4246

## DISABILITY ADVISORY COMMISSION

623.875.4350

# CONTACTS

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Danny Arismendez, Vice Mayor, District 4

Cliff Elkins, District 1

Martha Bails, District 2

Gary "Doc" Sullivan, District 3

Joe Johnson, District 5

Gwyn Foro, District 6

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**SURPRISE PROGRESS** is published by the City of Surprise Communications Department and distributed to all City residents via mail. We hope you like our format and content. We'd like to hear from you about Surprise Progress. Please call or e-mail us.

Ken Lynch, Communications Director

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## WINNER

3CMA Silver Circle Award, 2005

3CMA Silver Circle Award, 2004

3CMA Silver Circle Award, 2003

3CMA Award of Excellence, 2002

*Cover Photo: Water-saving xeriscape landscaping adds color and pizzazz to desert living.*





**THAT'S  
HOT!**

**W**e're number one! There were many happy moments around City Hall when Money Magazine announced over the summer that Surprise leads the nation in rate of job growth. According to Money, jobs in Surprise increased by 93.1% between 1990 and 1995, tops in the nation.

"That's outstanding!" said Surprise City Manager Jim Rumpeltes. "But we are really just getting started."

The city is busy creating a bioscience development program in the emerging area of downtown Surprise in a partnership that includes Sun Health. The program will start with an incubator building featuring wet lab space and multiple tenants. "This is all about high paying, top quality jobs in Surprise,"

says Economic Development Director John Hagen.

**"This is all  
about high  
paying, top  
quality jobs  
in Surprise."**

*John Hagen,  
Economic Development  
Director*

**Growing  
economy  
makes  
Surprise  
tops in  
USA in job  
growth.**

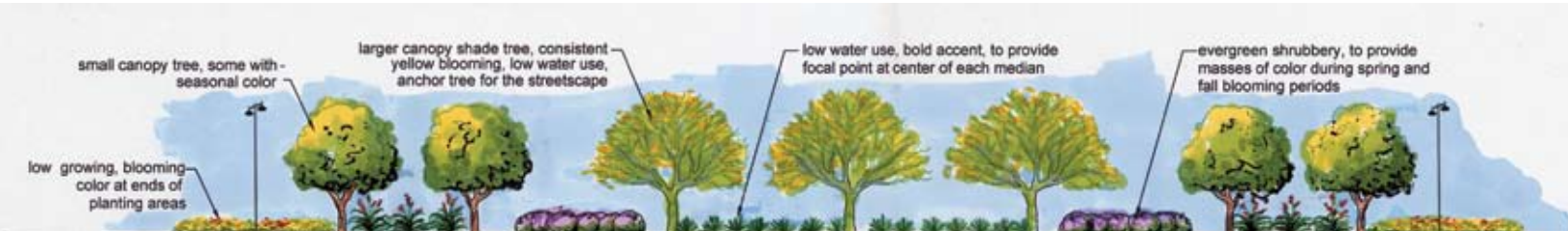
But the news gets better. Hagen says thousands of jobs could emerge along the BNSF rail line adjacent to Grand Avenue in the next few years. "I expect this is just going to explode, creating even more good jobs in Surprise," Hagen says.

"You may have noticed the seven major shopping centers are in various stages of development in Surprise," Hagen says. "Each of them will create at least a thousand jobs."

An increase in jobs is great news for Surprise, since the city continues to add population. One key project on the city's drawing board is the Grand Vista at the Chrysler Proving Grounds just east of Wittman. It will feature homes by Meritage and Toll Brothers. Community Development Director Scott Chesney says the property will be annexed into Surprise in the next few years.

"The Grand Vista area will eventually be the geographic center of Surprise," Chesney says. "The potential of Surprise remains vast."

Think of Surprise in terms of a new paradigm, says John Hagen. "I don't think in terms of east or west valley anymore," he says. "This area is what I call the 'New Valley.'"



# Bell Road getting ready for its debut

*Premiere Surprise thoroughfare undergoes \$20 million makeover*

**B**righter, smoother, more attractive, pedestrian friendly, and even more environmentally sensitive. Those are just some of the things being said about the new Bell Road under construction beginning this fall in Surprise.

The approximately \$20 million project will transform Bell from Avenue of the Arts to the Beardsley Canal.

“Bell is our main east-west thoroughfare and it has paid the price for our tremendous growth,” says Surprise Engineering Director Dr. Robert Maki. “From sidewalks to lighting, it is ready for a major makeover.”

How major? How about 24 new right hand turn lanes to ease backups at traffic signals and 20 new bus bays to get buses out of traffic as they pick up and discharge passengers? “These

improvements are aimed at moving traffic more efficiently,” says Maki. “We are getting new and more synchronized traffic signals, too. Put it all together, and you should see a significant impact in traffic flow on Bell.”

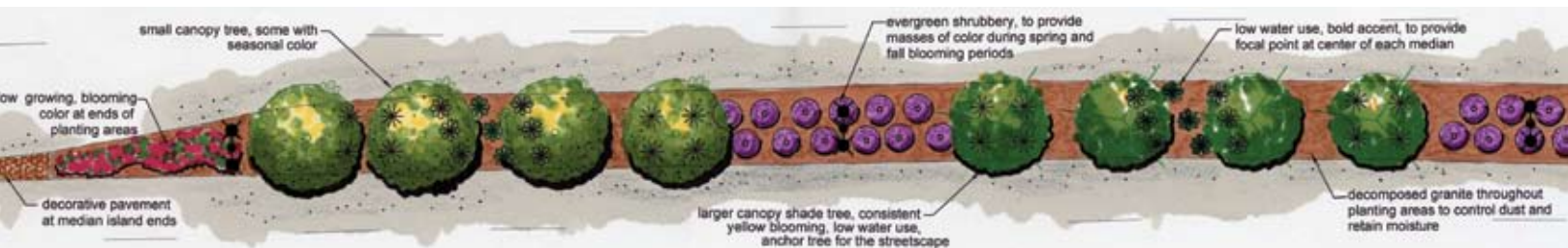
Maki says the street surface itself needs major upgrading, and crews will completely restructure Bell west of Grand. Traffic disruptions will be a fact of life during the process, but Maki says the city will have street signage and constant updates on [www.bellroadimprovements.com](http://www.bellroadimprovements.com) and on Surprise 11.

Major landscaping improvements will spotlight beautiful Sonoran desert foliage with its year-round blooms and dramatic structure. “Our medians will really make a statement about our city,” says Maki. “As you arrive from the east, you’ll see high quality landscaping that will really announce Surprise. That theme will continue all through town.”

“We will also install street lighting that will improve visibility and remind everyone that we’re becoming a city proud of its beautiful streetscapes,” Maki says. The new lights will even be dark-sky compliant, keeping Surprise’s desert night skies freer of light pollution.

Reclaimed wastewater will irrigate the low water use landscaping, and new concrete sidewalks will make walking along Bell a more attractive option.

***The new Bell is scheduled to be ready for its debut by the summer of 2007.***





# Visualize the future: Surprise 2025

## Surprise residents invited to contribute to General Plan discussion

Whether you are a newly arrived or long-established Surprise resident, now is the time to have your say about the future of Surprise. Share your thoughts as Surprise looks for input on amending the city General Plan.

The Surprise General plan serves as a roadmap to the future. It encompasses a 300-square-mile planning area, and addresses critical issues such as open space, economic development,



Community Development Director Scott Chesney reviews possibilities as the community ponders amending the city's General Plan

revitalization of the Original Town site, and mass transit needs. Voters last approved changes to the plan in 2001.

"The needs of the community evolve as we grow," says Surprise Community Development Director Scott Chesney. "To do its job, a General Plan must be a living document, reviewed and updated as we move into the future." Proposed amendments could be voted on in early 2008, Chesney says.

**"To do its job, a General Plan must be a living document, reviewed and updated as we move into the future."**

Scott Chesney,  
Community Development  
Director

Dozens of residents turned out for a July open house at the Surprise Regional Library, 16089 N. Bullard Avenue. Visitors examined easel-mounted renderings and photographs of the many possibilities of Surprise and offered their thoughts.

Surprise's rapid growth is expected to continue. Surprise could be home to 400,000 people within 25 years. Today's population is more than 100,000.

The General Plan can be reviewed at [www.surpriseaz.com](http://www.surpriseaz.com). Click on

"Surprise Vision 2025." You will be linked to a page where you can examine the current General Plan called "Surprise 2020," review a list of frequently asked questions, and e-mail your thoughts on our community's future. Together, we will continue to build a city "Beyond Expectations!"

*The planning area encompasses more than 300 square miles, and is divided into 6 Special Planning Areas (SPAs).*



## Who you gonna call?

Updated Newcomer's Guide has all the answers

Looking for an art museum, a way to contact a city council member, or a small business assistance program? Look no further than the 2006-07 Surprise Newcomer's Guide, featuring phone numbers for just about every conceivable community service. "It's not only logically organized, it features beautiful photographs from all over our community," says Communications Director Ken Lynch. "And, it is free!"

*The Surprise Newcomer's Guide is up to date and FREE!*

The attractive full color 32-page guide is slim enough to slide into a jacket pocket or fit easily into a glove box or kitchen drawer. Alphabetized and logically arranged, residents will find contact information about

key city services and other numbers Surprise residents need to know, such as hospitals and information on pet licensing. The guide is updated every year.

### How can you get one? Three ways:

- 1) You can find it at Surprise City Hall, 12425 W. Bell Road, the Community and Recreation Services offices at 15930 N. Bullard Avenue, and the Senior Center at 15832 N. Hollyhock St.
- 2) Any resident who requests one can also receive it by mail. Call 623.875.4840.
- 3) The information in the newcomer's guide is also posted on the city of Surprise web site. "The file is too big to post with the photos and illustrations," says Lynch. "But all the information, in the same alphabetized manner, is there."

# 2 NEW Fire Stations increase our safety



## Construction is underway on stations 5 and 6

Already one of the Valley's safest communities, Surprise is going to get even safer as the Surprise Fire Department completes two new fire stations in the city. Construction is already underway on the stations, dubbed 5 and 6.

Station 5 will be at Greenway and Parkview Drive, next to the new Village Vista High school and adjacent to the Surprise Stadium baseball practice fields.

More than 16,000 square feet in size, the new \$4 million four-bay firehouse will be home to engine 5, a battalion chief, and a safety officer. Firefighters can stay in shape at the firehouse fitness room, and repair their special breathing apparatus at an on-site repair facility.

Also coming soon is fire Station 6, at Clearview and Papago Drive in Sun City Grand. In an innovative partnership, the police department will have an office at the fire station, increasing PD visibility in the area. The \$2.9 million station totals more than 10,000 square feet, has two bays and will be home to Engine 6, plus a safety officer.

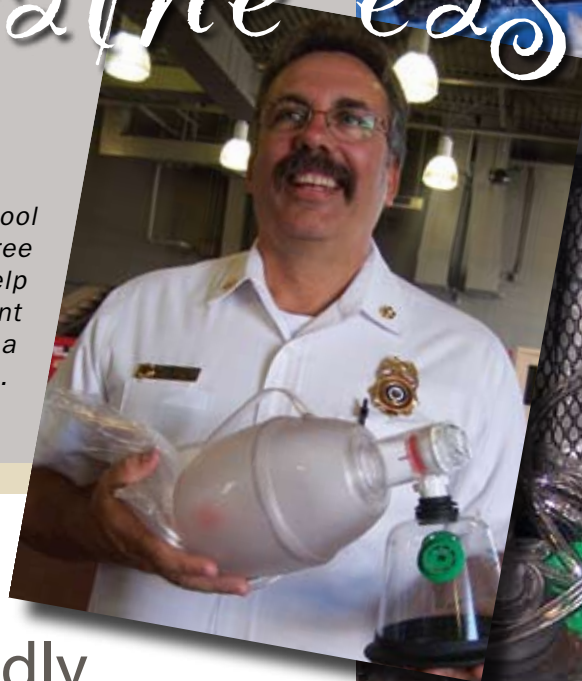
The new stations means Surprise residents will be able to count on emergency coverage from six Surprise Fire Department stations throughout the city.





# Surprise animals breathe easier!

*Assistant Fire Chief Kevin Pool shows off one of the three oxygen masks used to help resuscitate animals. Different mask shapes accommodate a range of animals.*



*An oxygen resuscitation kit used by the Surprise Fire Department.*

## Fire Department adds animal-friendly oxygen masks

The trauma of a house fire has many levels. The death of a family pet adds more pain to an already traumatic situation, firefighters say. "It is very much like the death of a family member," says Surprise Assistant Fire Chief Kevin Pool. Even when a fire has a "good" result such as quick extinguishment with no injuries and limited damage, the death of a beloved pet can trigger deep grief.

But a new device carried on all Surprise front line fire vehicles will help save animal lives. The "Surgi-vet" Animal Oxygen Mask kit provides three sizes of muzzle masks to help firefighters administer oxygen and help animals breathe who have been overcome by smoke.

The plastic masks are shaped to fit animal muzzles, and feature a rubber ring for a more snug fit. They can be attached to oxygen bottles (called passive assistance) or to a flexible air bag that is hand pumped by rescue personnel, moving air in and out of the animal's lungs (active assistance).

"This system will make a difference in the outcome of many of our fire calls that end up involving animals," says Pool. "We love to save lives. It hurts to lose an animal. Our troops are very glad to have these."



**Surprise fact: Surprise Fire Department's animal-friendly masks are so unusual, they were featured on several valley TV newscasts.**

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# Election '06

The November election is just around the corner, and as we go to the polls facing dozens of important decisions, your vote is more important than ever. But figuring out where your polling place is, stressing to get there while it is open, hanging out in long lines and then racing through complicated voting decisions once you are in the booth, well, wouldn't you love it if there was a more convenient way?

The “Vote by Mail ‘06” icon on the city home page ([www.surpriseaz.com](http://www.surpriseaz.com)) links you to an online ballot request form provided by Maricopa County. After completing the online form, you can order mail ballots for the November election.

"All of us here in Surprise join our friends at the Maricopa County Elections Department to help make voting easier and more convenient," says Surprise City Clerk Sherry Aguilar. "It can get confusing, and with busy family schedules, it can be stressful finding the time to vote. So we're encouraging people to order ballots on line and vote by mail."

Another good reason to consider a mail-in vote, Aguilar says, is the especially crowded November ballot, which will include county and statewide elected offices, local ballot items and 19 statewide referenda. “It’s going to be the longest ballot most people have ever seen,” she says. “But with a mail ballot, you can review it at home rather than feel rushed at the polls. When you are finished, just drop it in the mail.”

If you are eligible but not registered to vote, the Surprise web site also provides a link to the county's online voter registration service.

Visit [www.surpriseaz.com](http://www.surpriseaz.com) and click on "Vote by Mail '06." Don't put it off! Make voting convenient and stress-free!



*Completing your ballot and dropping it in the mail is the easiest, most convenient way to vote this fall.*







# New Arrowhead/Wickenburg bus stops at Surprise City Hall

*The Wickenburg/Arrowhead bus is new, air conditioned and may be able to take you to your precise destination.*

## Drivers will even customize route for riders within 3/4 of a mile

Valley Metro is taking local bus service up a notch with the introduction of Route 660 connecting Arrowhead Mall with Wickenburg (and vice versa!). The new bus route makes stops at Surprise City Hall each day (see schedule below). The Monday through Friday route is the latest improvement to Valley Metro bus service to Surprise, following on the heels of the very popular Surprise Express, which provides daily rush hour service to and from downtown Phoenix from the Surprise Aquatic Center.

The new Route 660 makes two stops in Wickenburg, at the Wickenburg Municipal Complex and the West Plaza. The fare to and from Arrowhead Mall from Surprise is \$1.25, to and from the Wickenburg stops is \$3. Exact fare is required, according to Valley Metro. With advance notice, the bus will take you to any location within  $\frac{3}{4}$  mile of the regular stop, as long as the location is deemed safe and the bus schedule is not disrupted.

### Route 660

#### Surprise-Wickenburg

#### Surprise-Arrowhead Mall

### Monday-Friday schedule

5:50 a.m. 6:40 a.m., 7 a.m.

8:40 a.m., 1:10 p.m., 6:25 p.m.

*Times are approximate*

*Source: Valley Metro*

ROUTE 660



*Look at you now!*

## **Xeriscape** and **drip irrigation** can transform your whole look

**Y**ou've seen them: front yards beautifully landscaped with lush desert plants. Not only lovely to look at, such landscaping, called "xeriscape" (pronounced zee-ruh-scape) can save hundreds and hundreds of gallons of water each month when compared to grass.

The "Water – Use It Wisely" website has several ways to help Surprise residents properly design drip irrigation systems to save time and money. Visit the outdoor water use section at [www.wateruseitwisely.com](http://www.wateruseitwisely.com). The interactive "Outdoor Water Use Guide" and the "Landscape Watering Guide" provide valuable tips for designing an efficient system that promotes healthy plants.

"There are three important things to know regarding sensible landscape watering," says city of Surprise Environmental Manager Christine Nuñez. "Know how much water your plants need. Know how much water each part of your watering system applies. Finally, match your system's output to your plants' needs. An efficient system saves money and water by reducing evaporation, runoff and weed growth."

### **BEFORE YOU INSTALL A DRIP IRRIGATION SYSTEM, CONSIDER GETTING PROFESSIONAL HELP WITH YOUR PROJECT.**

- ▶ **Ask questions when buying irrigation components.** Most stores have staff members who can help design your irrigation system.
- ▶ **Hire a pro.** It pays to hire a licensed contractor to do the work. You're likely to save money in the long run by ensuring a properly designed system.
- ▶ **Speak the pro's language.** Ask the water conservation office for the brochures, "Xeriscape: Landscaping with Style" and "Landscape Watering by the Numbers." Review the Drip Guidelines Manual at: [www.amwua.org](http://www.amwua.org).

### **IF YOU FEEL COMFORTABLE DOING IT YOURSELF:**

- ▶ **Use separate valves for turf and plant areas.** Group plants with similar water needs on the same valve. Accommodate different needs by using multiple valves. Trees should be on a separate valve than shrubs and groundcover.
- ▶ **Install a backflow preventer.** A properly installed anti-siphon/vacuum breaker assembly prevents dirt, fertilizer or other substances from contaminating your drinking water.
- ▶ **Avoid oddly shaped or narrow turf areas.** When you have an area that is less than 10 feet wide, it's difficult to avoid wasting water.
- ▶ **Install enough emitters to wet the root zone.** At maturity, large trees may require 12 or more emitters. Small or newly planted trees may only need three to five emitters.
- ▶ **Watch how much tubing you use.** Do not install more than 200 feet of poly tubing from valve to end cap. Don't exceed a total flow of 200 gallons per hour per valve. Do not extend micro-tubing (spaghetti line) more than six feet from the poly tubing.

**SURPRISE FACT:** Get more info on saving water at [www.wateruseitwisely.com](http://www.wateruseitwisely.com).  
The Surprise water conservation office has answers at 623.594.5830.



# Good Morning, **Surprise!**



**KTVK's top  
rated a.m.  
show spends  
the morning  
seeing the  
sights in  
Surprise.**

"Good Morning, Arizona" turned into a great morning for Surprise as Channel 3's top rated GMAZ spent the morning of August 11<sup>th</sup> showcasing our city.

The morning team of Marty Velasco-Hames, Dan Davis, Brad Perry and company originated live shot after live shot from the waterfalls, fountains and waterslides of the Surprise Aquatic Center. The crew also originated Brad's live weather casts from the all-new Surprise Dog Park and Surprise Lake. Brad also got in some quality tennis time and chatted with former Wimbledon champ (and brother of Tracy) John Austin. John is the new manager of the under-construction 25-court Surprise Racquet Center (see separate story).

The GMAZ crew also delivered live reports from the Surprise Regional Library, and featured Sun Health and Dillon's Restaurant. At every turn, groups of curious residents kept the stars busy as Surprise garnered four solid hours of statewide rave reviews.

"Surprise is fantastic!" said Brad. "The people were great and these facilities are gorgeous. We all loved our stay here. Can we come back?" You bet, Brad!





# Tennis, anyone?

**25 courts,**  
Wimbledon champ  
to make Surprise  
Racquet Center a

*valley jewel*

*The new 25-court facility will feature a  
3,000 to 5,000-seat center court.*





**P**oint, set, match! Get ready for some of the best tennis in Arizona as Surprise prepares to open the new 25-court Racquet Center next spring at the emerging Surprise Center complex just west of Surprise Stadium on Bullard Avenue. "This is going to be the premier public tennis facility in the Valley," says Community and Recreation Services Director Mark Coronado. "There is nothing like it in the area."

A "center court" feature will allow for as many as 5,000 spectators at a key match. 25 courts means the facility can host tournaments while keeping courts open to the public. "We look forward to working with the Dysart Unified School District to host their teams and still have plenty of room," Coronado says. "With the new Valley Vista High School right across the street, we think we will be a natural venue for inter-school matches and even statewide tournaments." Coronado says college-level tournaments could also come to Surprise.

Managing the new facility will be U.S. Tennis Association executive and former Wimbledon mixed doubles champ John Austin (see separate story).

Coronado says the center will service players of all ages and abilities. Tennis clinics and city league play will be available. "This facility will create a lot of interest in tennis and we expect it will be very popular," Coronado says of the \$6.7 million facility.

The Racquet Center is one of many exciting additions to the Surprise recreation scene. A three-field youth baseball complex opens this fall near the stadium, and DreamCatcher Park, a fully accessible city park, is slated to open next spring in the area of the Racquet Center.

**"This facility will create a lot of interest in tennis and we expect to it will be very popular."**

*Mark Coronado,  
Community and Recreation  
Services Director*

## Former Wimbledon champ to be Surprise tennis manager



*John Austin with young players in Surprise. Programs will be available for players of any age.*

John Austin, who won the 1980 mixed doubles Wimbledon championship with his sister, International Tennis Hall of Famer Tracy Austin, will be serving aces as the manager of the new Surprise Racquet Center. "I can't wait," Austin says. "We're going to build a first-

class facility for competitive play and create teaching programs to introduce tennis to people of all ages."

Austin was the national NCAA doubles champ while at UCLA in 1978 and was a Davis Cup team member. He most recently served as Executive Director of the locally based Southwest United States Tennis Association.

"I've been in tennis all my life," he says while batting balls at the current two-court Surprise facility. "The opportunity to be involved in creating and operating a center like this comes along once in a lifetime."

Surprise Community and Recreation Services Director Mark Coronado agrees. "John's credentials and experience in operations, instruction, program and tournament development will immediately jump start the place," Coronado says.

"Get those racquets ready, Surprise!" says Austin. "Tennis is going to make a big splash."



*Top and Bottom: An artist's rendering of the Racquet Center main building.*

## FROM THE CITY OF SURPRISE

Surprise voters will be asked to vote on Proposition 404 in the General Election on November 7th. This proposition is called a "Permanent Base Adjustment", a technical adjustment required by state law.

- ▶ In 1980, voters amended the Arizona Constitution to set a spending limit for cities and towns tied to a "base budget" year, the 1979-80 fiscal year. Although the state adjusts this limit annually to account for inflation and population growth, the adjustments to the limit have not kept pace with the service needs in fast-growth areas of the state.
- ▶ If the "base budget" is not adjusted, the state imposed expenditure limit will be \$31 million. The last time the City's budget was below \$31 million was fiscal year 1997; the City's estimated population was 14,275.
- ▶ The City's adopted budget for FY 2007 is \$471 million; the City's estimated population is 88,265.
- ▶ The Constitution allows Surprise voters to change the base if they wish to increase expenditure limits to meet local needs. Voters in most Arizona cities, more than 80 in all, have approved changes in expenditure limits, many more than once.
- ▶ Surprise officials are proposing this 1979-80 "base budget" be increased by \$9,025,002 an amount based on the estimated cost to continue current city services, the demand for which is increasing each year as Surprise grows.
- ▶ The expenditure limit is based on a formula set by state law. It is estimated that this base budget adjustment will increase the state imposed expenditure limit from \$31,727,811 to \$634,558,895 in fiscal year 2007-08.
- ▶ **The new limit would not obligate the city to spend the maximum amount.** The city council is required by state law to approve a balanced budget and will continue to set the amount of spending each year.
- ▶ **An adjustment would not increase taxes or create new taxes.** Instead, it will allow the city to spend revenue it already collects.

# SURPRISE

15832 N. Hollyhock St.  
8 a.m. – 5 p.m. weekdays  
For ages 60 and better  
\$10 annual membership

623.583.0653



### Fitness Center

8:15 a.m. – 4:45 p.m. weekdays  
Annual membership fee \$25  
Winter only, \$15

### Have a hot lunch!

Available weekdays  
for a \$2.50 contribution  
Call for reservations





# Senior Center

## Upcoming Classes & Programs:

**FLU SHOTS** – October 24, 9 a.m. – 11 a.m.  
**MORTGAGES, HOMEBUYING AND YOU** –  
November 14 6:30-8 p.m.

### AARP Driver's Training

\$10 covers two 4-hour sessions.  
To register 623.546.7143

### Computer Classes – Call for class dates and times.

Basic I & II, Internet,  
E-Mail, Microsoft Word, File  
Management and *New! Digital  
Photos*. Class fee is \$10.

### Art for Beginners - Tuesdays

**at 1:30 – 3:30.** Doug Ward will  
lead you through the basics of drawing, water colors, acrylics  
and beyond. Special techniques and brushes will let you create  
art pieces that will surprise even you. \$6 per week.

**Healthy Aging in Spanish** – Tiempo de Oro will conduct  
presentations and workshops in Spanish on Wednesdays and  
Thursdays at 12:45.

**Eldervation-** Fridays at 10 a.m. – lively discussions  
of senior issues with the focus on staying healthy and  
empowerment.

**Texas Hold 'Em Poker** - 1 p.m. Thursdays.

If you've watched on TV and feel ready to "go all in," drop by  
for a friendly, fun game.

**Coming this Fall – Readers' Theatre, Beginner Bridge,  
Brush Up Bridge and Intermediate Art.**

## TRIPS:

**AZ State Fair** - Senior Day- \$5. October 25 – a yearly favorite.

**I Left My Heart**, a tribute to Tony Bennett at  
Phoenix Theatre – \$30 - November 15. Matinee.

**Holly Jolly Christmas** at Broadway Palms in Mesa. \$44.  
December 5 Matinee. Includes show, lunch and bus.

**South Pacific**- AZ Broadway Theatre – \$42. December 19  
Matinee. Includes show, lunch and bus.



## Surprise yourself... become a volunteer

Opportunities are available in several  
City departments including Senior  
Center, Human Services, Fire, Police  
or Community and Recreation  
Services. *Info:* 623.583.0653



## Surprise! Packages from Home

The Surprise Senior Center is a  
designated drop-off site for *Packages  
from Home*, a non-profit organization  
dedicated to sending care packages  
to our soldiers. The Senior Center  
is collecting the suggested items  
prior to packing and shipping.  
*Info:* 602.412.3462 or [www.  
packagesfromhome.org](http://www.packagesfromhome.org).

## Office closures

City of Surprise offices will be closed in observance of the  
following holidays:

**Columbus Day** – Monday, October 9, 2006

**Veterans Day** – Friday, November 10, 2006

**Thanksgiving Day** – Thursday, November 23, 2006

**Day after Thanksgiving** – Friday, November 24, 2006

**Christmas Day** – Monday, December 25, 2006

**New Years Day** – Monday, January 1, 2007

**Marin Luther King Jr. Civil Rights Day** –  
Monday, January 15, 2007

There will be no City services, including Dial-A-Ride or  
trash collection on these days. Trash normally collected on  
Monday will be picked up on Tuesday, and trash collected  
on Tuesday will be picked up on Wednesday. Recycling  
collection days will remain the same.

# 57 changes, no waiting

Surprise makes permits  
a lot easier to get

**W**ant to put up a new fence or add a patio cover? Used to be you got in line with the entire development community at Surprise City Hall in order to get your permit, but no more!

People find it much easier to get their paperwork in as recommendations made by a city consultant start to take effect.

“We’re finding ways to handle an individual with a small project much faster,” says Assistant City Manager Kathy Rice. “Previously, individual residents went through the same process as a developer building thousands of homes.”

The consulting firm Management Partners, Incorporated recommended 57 specific changes that make permitting more streamlined and less time consuming. The recommendations were reviewed by the Surprise City Council over the summer.

“We closed the counter for two and half days to review the changes with employees and get their input on how to make things even better,” Rice says. “We even had a reopening ceremony over the summer to mark the new era. The employees are now able to provide better service, and they are all excited about that.”

Instead of directing residents to the different departments involved in the review of a proposed new carport or fence, a city employee will contact all involved departments and coordinate the review. “Residents deal with one person through the whole process,” Rice says. Eventually, the city will issue on-the-spot permits for simpler jobs, she says.

Other recommendations will be implemented over the coming months. Employees contributed more than 50 suggestions to the process.

**W**“The employees are now able to provide better service, and they are all excited about that.”

*Kathy Rice, Assistant City Manager*



*Surprise cuts the ribbon on a new, improved permit process at the start of the new fiscal year.*



*Residents and staff talk over a project at the expanded customer service counter.*



# Have you HEARD?

New museum brings  
cultural icon to Surprise



*World Hoop Dance champ Dallas Arcand wows the crowd at the Heard Museum west opening in June.*



The lines were out the door and into the parking lot as the new Heard Museum West opened its doors to Surprise residents in June. "What a great success! We are so pleased," says Heard Museum West Curator Janet Cantley. So many excited Surprise residents turned out for the Saturday event, the museum extended the Grand Opening celebration into Sunday so even more people could catch a glimpse of the ancient and modern basketry and ceramic displays. The opening event featured champion Hoop Dancer Dallas Arcand and the opening of an adjacent gift shop offering high quality Heard goods.

The acquisition of the Heard was a high priority for Surprise, which moved aggressively to court the museum once it was known it was looking for a west valley location. "We're very excited to be here," says Cantley. "We have identified a whole new audience for our exhibits and clearly the residents of Surprise wanted us here."

City Manager Jim Rumpeltes said, "The Heard is the diamond in the crown of Surprise's growing cultural assets. It's another fantastic option for our Surprise families. We're pinching ourselves." The city donated the building site east of Surprise Stadium and underwrote the \$3.2 million construction cost. Rumpeltes says Phase 2 of the museum will begin as soon as possible.

The Heard jumped right into the community scene by offering classes for kids and teenagers all summer. The Heard is also looking forward to partnering with schools in Surprise. Cantley says education is a key aspect of the Heard mission.

Through the fall and into the winter, two outstanding exhibits are on display. "Our Stories: American Indian Art and Culture in Arizona" features more than 400 objects from the Heard's renowned permanent collection. This is the first long-term exhibition at the Heard Museum West.

Through February of 2007, everyone in the family will enjoy the whimsical sculpture and prints of Diné multi-media artist Melanie Yazzie. Her art reflects her travels and experiences growing up on the Navajo reservation. Her work reflects her lifelong relationship to animals and to her own culture.

The Heard Museum West is at 16126 N. Civic Center Drive, at Civic Center Plaza and Paradise Lane. It is open from 9:30 a.m. to 5 p.m. daily except Monday, when it is closed. The cost is \$5 for adults, \$4 for seniors older than 55 and \$2 for students. Children younger than 6 enter for free.

*The Heard Museum West features classes for kids and long-term exhibits of contemporary and historic Indian art.*

# When Crisis Strikes

## Surprise volunteers ride to the rescue

Helping people in emergency situations is one of life's most noble impulses, but how can you find the right time and place to offer your services? Check out the city of Surprise Crisis Response Team! Join highly trained volunteers who help everyone from families burned out of homes to accident victims to refugees from natural disasters.

The team provides on-scene crisis services to residents of Surprise and the Northwest Valley. Based in Surprise fire stations, the team rolls on calls in their own special van.

"This is one of the best volunteer opportunities available," says Crisis Response Team Coordinator Stephanie Culberson.

Before you can roll with the team, you will need training in handling situations such as domestic violence and substance abuse issues, says Culberson. "Volunteers attend nine evenings of training over a three week period to develop

*The current Crisis Response Team is looking for new volunteers. Do you have the right stuff?*

the skills to handle the variety of situations they will face," she says. Training includes riding along with them to observe. Quarterly meetings allow people to share stories and techniques, she adds.

Volunteers provide support and referrals to victims of crime, homicides, sexual and physical assaults.

**"This is one of the best volunteer opportunities available."**

*Stephanie Culberson,  
Crisis Response Team  
Coordinator*



*Crisis Response team members travel with emergency personnel in their own van.*

If you are interested, you must commit to a minimum of 16 hours per month and to attending the quarterly meeting. Volunteers sign up for their own shifts, which are from 8:30-5 p.m. and from 4:30-10 p.m. Sunday thru Thursday, and on Friday and Saturdays from 4:30-midnight. Find out more by calling 623.815.5414.



# Welcome



**Robert J. Beckley** has been named the Public Works Director for the city of Surprise. Beckley assumed his duties on June 19th.

Since 1987, Beckley has been Director of Public Works for the city of Livonia, Michigan. In his new position, Beckley will be responsible for street maintenance, trash pickup, the city's recycling program, and hazardous materials collection. The Public Works Department employs 99 people and has a fiscal year 2007 operating budget of \$10.9 million and a pavement preservation budget of \$2 million.

"I am very pleased to be joining the team at the dynamic city of Surprise," Beckley says. "I anticipate a challenging and rewarding experience as Surprise continues to develop as one of the great communities of Arizona."



The City of Surprise has named **Ken Lynch** as Communications Director. Lynch assumed his duties June 19th.

Since 2004, Lynch has been the Public Information Officer for the city of Phoenix Neighborhood Services Department. Lynch served for seven years as Executive Producer and Acting Station Manager at Phoenix 11, the city of Phoenix award-winning cable TV channel.

A long-time Valley resident, he has worked as a writer, reporter and producer for several Valley radio and TV stations. His writing has appeared in several local publications. For two years, Lynch worked in Japan for NHK Broadcasting.

"Surprise has assembled an excellent management team and I am excited to be a part of it," Lynch says.



The Surprise City Council has appointed **Michael D. Bailey** as City Attorney. Bailey oversees the city's legal affairs, including advising city management and the city council on matters of law. He took up his new duties September 1.

"I am very gratified to have been selected by the council after a very competitive process," Bailey said. "I look forward to an exciting and challenging career with Surprise."

Since 2001, Bailey has been employed with the city of Glendale, Arizona, most recently as assistant city attorney handling land use, real estate and government contract issues. He also advised on telecommunications, open meetings, public records and environmental law. He served as general counsel for the Glendale Airport, Parks & Recreation Department, Library Department, Housing Department and Tax and Licensing Department.



# Keep those trash barrels

## *“wheels to the curb!”*

*The people at this Surprise home have put their barrel in the street the proper way, according to the Surprise Public Works Department.*

Surprise residents love the convenience of rolling their trash containers to the front of the house and having them picked up by Surprise Public Works employees. But we'd like to remind you: Keep those sidewalks clear! The preferred location for the trash containers is actually in the street with the wheels up against the curb (see photo). With your cooperation, Surprise sidewalks will remain barrier free for pedestrians and the disabled. Thank you!



*Beyond Expectations*

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